



FORM NL-45-GREIVANCE DISPOSAL
UNITED INDIA INSURANCE COMPANY LIMITED

Version: 1

For the Quarter: Q3 2022-23

Date: 31.12.2022

Sl No.	Particulars	Opening Balance as on 01.10.2022	Additions during the quarter (net of duplicate complaints)	Complaints Resolved			Complaints Pending at the end of the quarter	Total Complaints registered up to the quarter during the financial year
				Fully Accepted	Partial Accepted	Rejected		
1	Complaints made by customers							
a)	Proposal Related	0	1	1	0	0	0	5
b)	Claims Related	162	1464	978	162	253	233	3481
c)	Policy Related	10	242	202	7	19	24	576
d)	Premium Related	0	21	17	0	1	3	76
e)	Refund Related	6	55	44	5	1	11	125
f)	Coverage Related	1	4	2	0	1	2	23
g)	Cover Note Related	1	2	2	1	0	0	6
h)	Product Related	1	4	2	1	2	0	11
i)	Others (to be specified)	24	179	151	16	16	20	513
	Total	205	1972	1399	192	293	293	4816

2	Total No. of policies during previous year:	9,434,215
3	Total No. of claims during previous year:	6,205,454
4	Total No. of policies during current year:	9,065,571
5	Total No. of claims during current year:	4,614,549
6	Total No. of Policy Complaints (current year) per 10,000 policies (current year):	1.47
7	Total No. of Claim Complaints (current year) per 10,000 claims registered (current year):	7.54

8	Duration wise Pending Status	Complaints made by customers		Complaints made by Intermediaries		Total	
		Number	Percentage to Pending complaints	Number	Percentage to Pending complaints	Number	Percentage to Pending complaints
a)	Up to 15 days	243	82.93	0	0	243	82.93
b)	15 - 30 days	27	9.21	0	0	27	9.21
c)	30 - 90 days	20	6.84	0	0	20	6.84
d)	90 days & Beyond	3	1.02	0	0	3	1.02
	Total Number of Complaints	293	100	0	0	293	100

Note :-

(a) Opening balance should tally with the closing balance of the previous quarter.

(b) Complaints reported should be net of duplicate complaints

(c) No. of policies should be new policies (both individual and group) net of cancellations

(d) Claims should be no. of claims reported during the period

Date Of Upload

14/03/2023

(e) For 1 to 7 Similar break-up to be given for the complaints made by intermediaries.